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Position Description

Title: Business Analyst (PN 2070)	Award Classification: Band 3 Level 2
Department: General Managers Department	Salary Classification: Grade 5
Tenure: Temporary (6 – 12 months)	FTE: 1.0

Context:

Kempsey Shire Council is currently reviewing its business processes with an end goal of improving the customer experience, delivering significant efficiencies for Council and better utilizing technology. Council is undertaking a major improvement project across every level of the organization. There are significant opportunities for business improvement, operational cohesion and streamlining information flows. There is a key focus on information technology justifications and implementations as project outcomes.

Role Purpose:

The purpose of these roles will be to work with business areas to help them develop their requirements for IT systems, which will be used to identify the most appropriate system available and to ensure adequate implementation and training, so that project outcomes meet the expectations of business. Successful candidates will empower and equip business areas to conduct process reviews and will also produce business process maps to demonstrate workflows and collaboration across the organization.

Key Accountabilities:

- Build relationships ensuring ongoing improvement in communication across business units, demonstrated by clear workflows and ownership across business units
- Present information and recommendations based on a range of evidence including data, best practice and trends in detailed reports to senior management
- Demonstrate research, analytical and problem-solving skills and ability to identify issues and develop recommendations to solve problems
- Strong relationship management, negotiation, communication, liaison and interpersonal skills at all levels including senior management
- Effective organisational skills to manage and implement large, complex and varying workloads and initiatives delivering continuous business improvement
- Sound skills in computer operations and business systems relevant to the role



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- Ability to document current and proposed business processes using tools including process maps, diagrams and tables

Core Competencies:

Successful candidates will be able to communicate confidently with a range of stakeholders, with a purpose to develop a shared understanding of business strengths and weaknesses. They will need to negotiate acceptable outcomes across stakeholder groups and traditional boundaries.

Successful candidates must have demonstrated strong business thinking and the ability to identify the policy intent of a process and to assess its success. Some processes will be redesigned to deliver on the legislated intent in a streamlined fashion whilst complying with internal governance frameworks.

The ability to facilitate innovation, improvement and streamlining of business processes is essential. As is the ability to translate conversations into business process maps and work flows.

Successful candidates need to be solutions orientated with the ability to understand different levels of the business.

The ability to run workshops with diverse stakeholders, present with confidence and formulate recommendations is essential.

Successful candidates will also be encouraged to mentor staff in business analysis processes and to deliver training and support to work areas and staff, as required.

Supervision Received:

This role reports to the ICT Project Manager.

Supervision Exercised:

No staff to supervise at this point.



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Role Authorisation:

.....(Director Signature) Date

Role Acceptance and Accountabilities:

The work of the role has been discussed and explained to me and I expect to be held to account for work performed in accordance with this role.

.....(Role Incumbent’s Signature) Date